

1. Purpose

[NOTE: this policy does not apply to assessment appeals – see the [Assessment Appeal Policy](#).]

Interskills is committed to providing an environment which is non-discriminatory and in which staff and trainees have their rights, dignity, privacy, and confidentiality valued and respected. It is recognised that at times, differences will occur or decisions will be made with which individuals may be dissatisfied. If a grievance appears unresolvable, further advice is to be sought by following the procedure governed by this policy.

2. Scope

This policy applies to all employees, volunteers, young people, visitors and individuals who access the services of Interskills and Partner Organisations.

3. Version Control

Date	Version	Notes
31/3/2015	v1.0	Implemented Policy
8/1/2016	v1.1	Updated to account for VTG
9/4/2018	v1.2	Update to Interskills nomenclature

4. Relevant Documentation

Name	Location / Link	Document Type
Student Handbook		
Grievances Folder		
Grievance Form		
Grievance Meeting Form		
Notice of Grievance Outcomes – dynamic letter		
Annual Grievances Report to AGM		
Manager Meeting Minutes		
AGM Minutes		

Applicable Standard number	Details
6.1	The RTO has a complaints policy to manage and respond to allegations involving the conduct of: a) the RTO, its trainers, assessors or other staff;

	<ul style="list-style-type: none"> b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a learner of the RTO
6.3	<p>The RTO's complaints policy and appeals policy:</p> <ul style="list-style-type: none"> a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process; b) are publicly available; c) set out the procedure for making a complaint or requesting an appeal; d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal
6.4	<p>Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:</p> <ul style="list-style-type: none"> a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and b) regularly updates the complainant or appellant on the progress of the matter

VTG Funding Contract clause	Details
Schedule 1.5	The RTO must publish on its website its complaints and appeals process.

5. Policy detail

All grievances must be submitted in writing and be about events or circumstances which are no older than one (1) month old. It must be pointed out to any complainant that for older grievances, an acceptable resolution may not be possible.

All grievance should be completed within 60 calendar days [6.4]. Should this not be the case, the RTO Manager is to inform the complainant and provide updated information about the progress of the grievance.

The internal grievance procedure should be followed prior to the complainant contacting an external authority. In such cases, students should be referred to the *National Training Complaints Hotline* (13 3873) – some states have a training ombudsman.

Where an outcome is not satisfactory to the complainant (appellant), they may refer to an external governing body such as ASQA, the state department responsible for vocational training, or the state department responsible for the administration of consumer law. Despite Interskills having head quarters in the state of Victoria, the governing law for the purpose of this policy is the law of the state in which the grievance took place.

[Victoria:] The RTO Manager will cause the grievance procedure to be published on the RTO website.

6. Responsibilities

RTO Manager

7. Approvals

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Dept/Group:	Interskills	
Revised date:	9/4/2018	
Document Approval:	Author	Approved
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